

UCISA Top Concerns

Oxford 2011

Tom Mortimer

Top Concerns 2010

Rank	Concern	Rank 2008
1	Ongoing funding and sustainable resourcing of IT	1
2	Delivering services under severe financial constraint	-
3	Providing a quality, resilient service	6
4	IT Strategy and Planning	2=
5=	Business systems to support the institution	4
5=	Organisational change and process improvement	2=
7	IT/IS service quality	6=
8=	Benchmarking, costing and value for money	-
8=	Mobile computing, anytime, anywhere computing, home working	-
10=	Cloud, managed services and alternative service delivery models	-
10=	Use of technology in teaching	9
12	Governance of IT	8

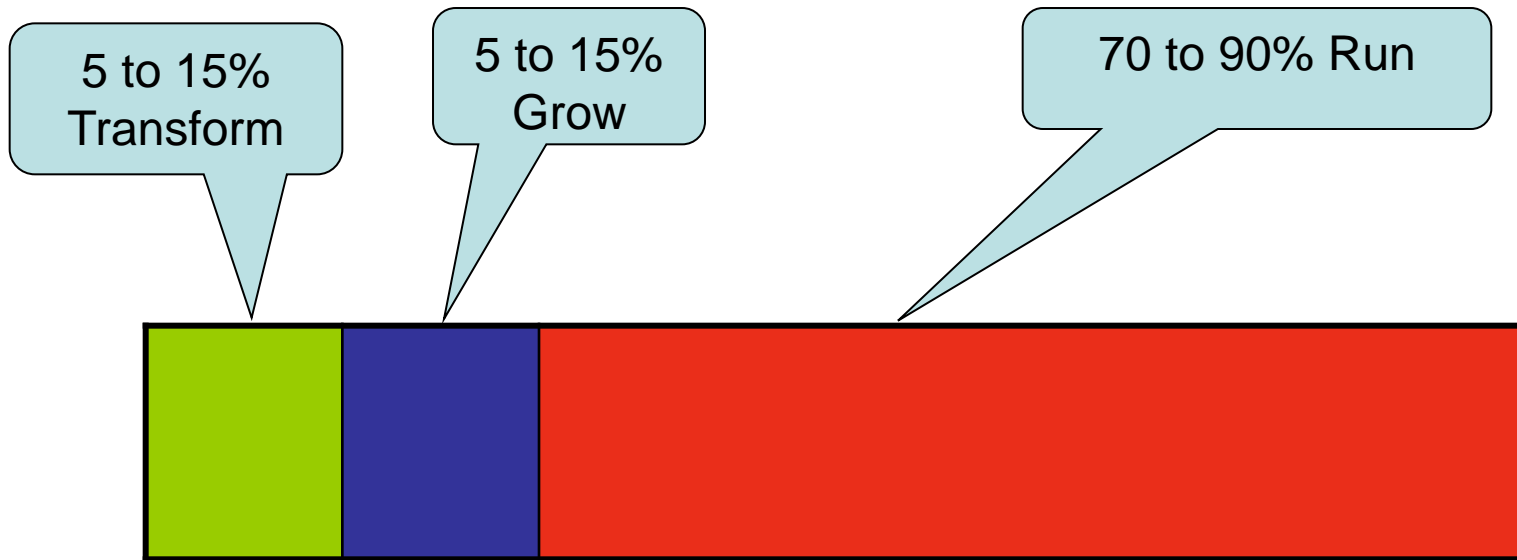
Top Concerns 2010

- Out
 - Environmental and Energy
 - Data Centres

IT Services



How we in IT spend our money



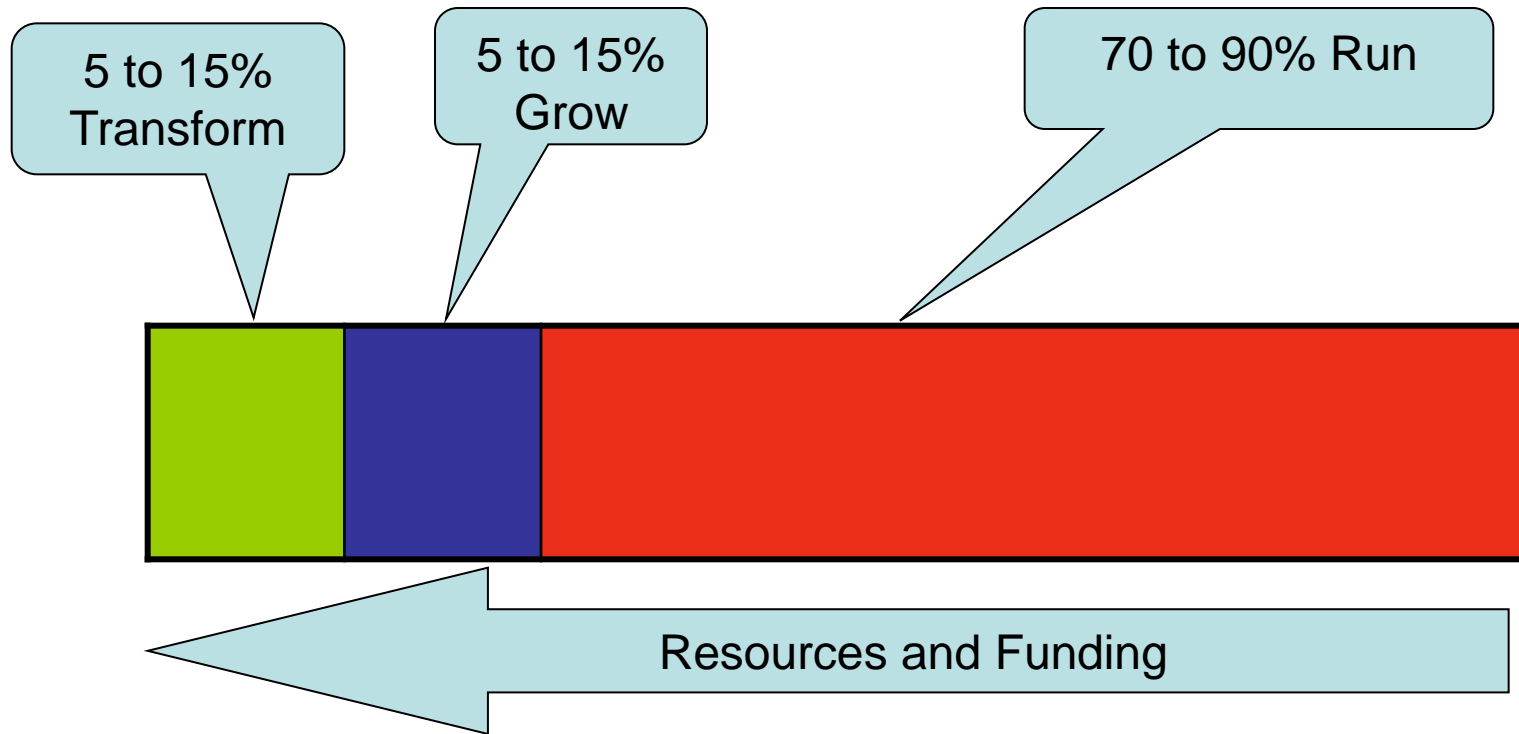
Internal and/or external pressures, demand from business or students may force Change

Impact?

Top Concerns 2010

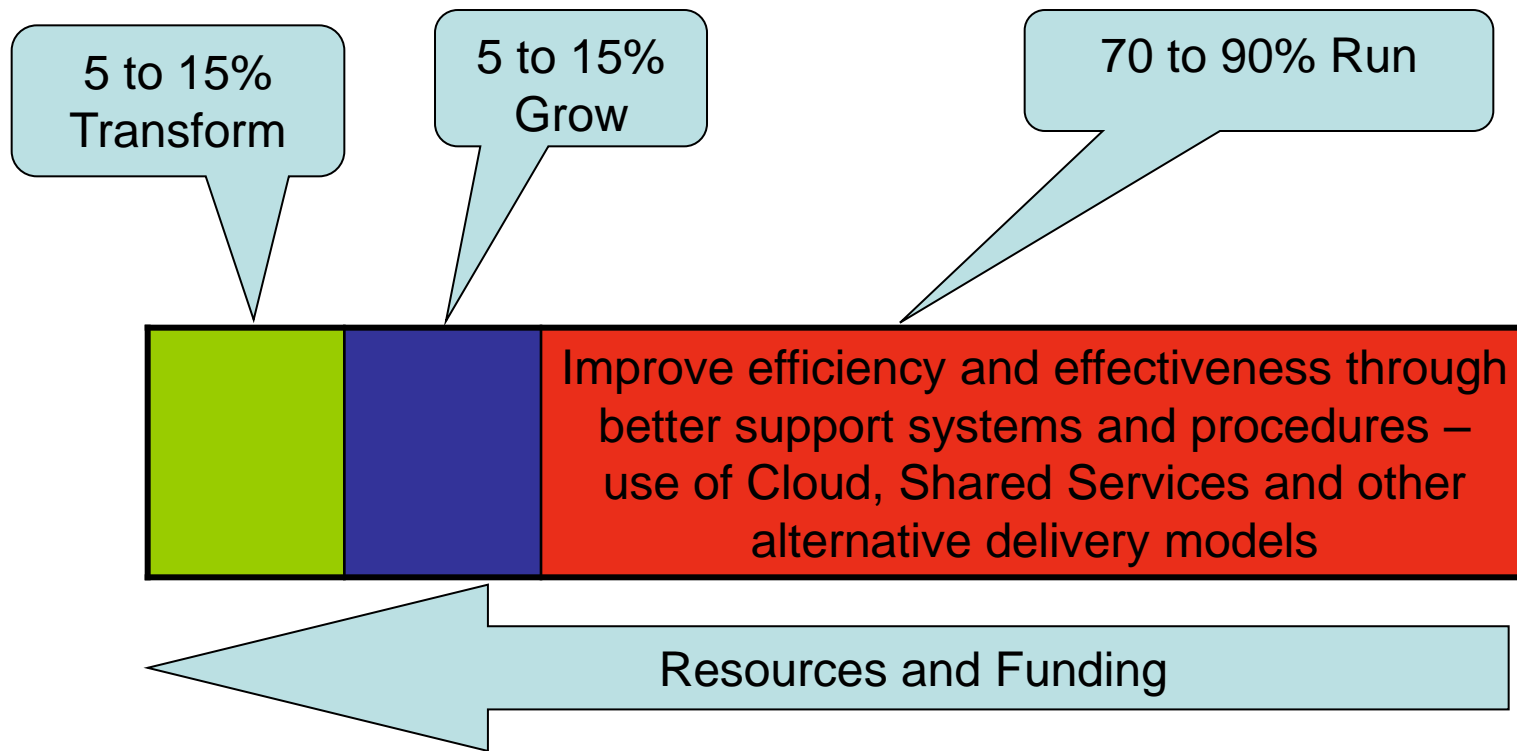
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IT Expenditure – driven by Business needs and Funding pressures



Funding pressures and demand from business may force Change
Impact?

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Risk



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Alternative Models

- The managed IT services offer has evolved dramatically over the past decade
- The education community appears to be approaching a crossroads in its approach to IT services.
- Opportunities for outsourced or shared services have graduated from distant prospects to everyday propositions.
- The question 'Why not?' is now a reasonable and responsible starting point in developing any service business case.
- Scottish and UK governments' pinpointing shared services (not only IT based) as a vital element of the economies and efficiencies required of all aspects of public services in the current time of austerity.
- This crossroads represents key decision point above and beyond pure IT utility and financial constraint, that will have long-term implications for the way it does business with its clients (students, researchers, businesses and community partners), within the lifelong learning supply chain (across school, college, university and professional development) and its funders.
- Radical shared apps to shared services to shared functions (facilitation and differentiation – running the business and making the difference discuss)

Concerns

- Last two at 8= (UCISA 2011)
 - The future is mobile – Paul Golding – Current and future trends in Mobile
 - Benchmarking – Know your numbers – becoming increasingly important – need to be able to establish the benefits of what do and the changes we make

Summary

- Challenge is multi-faceted; financial, changing and increasing demands on our services, new technologies, new service delivery models and maintaining quality
- Significant change required to cope with difficult times – status quo unlikely to be a successful strategy
- That change has the potential to involve a completely new paradigm for us managing and delivering our services
- That may mean new structures, new processes and new suppliers, new skills requirements - and this may provide difficult times for us as individuals and departments with a need to adapt/retrain etc.